



HOTSHOTS... for the

Gilbert Fire Department Volunteers

Volume 3, Issue 11

December 2010

Kim's Corner

By Kim Yonda
GFD Volunteer Coordinator

The holiday season surrounds us with great opportunities to recall precious memories, and gives us the chance to create new magical moments. My fondest memories revolve around family, friends, and creating precious moments for others to cherish. Each day the Gilbert Fire Volunteers have the opportunity to lend helping hands to others. I thank all of our Volunteers who bring light into another's life. I am inspired by you every day!

It is time to dust off your White Elephant gifts. Our Holiday Potluck is rapidly approaching, and this year it will be held on Thursday, December 9. The White Elephant Gift Exchange has provided us with numerous laughs the past couple of years, and this year there is new twist! You won't want to miss this, be sure to bring a fun or unique gift to join in on the fun! In keeping with the tradition we have created the past couple of years, we will conclude the evening with "2010, a Review in Photographs." Please remember to RSVP with your accepts or regrets for this great evening! I am hoping for lots of accepts.



Thanks to Jon and Johnna Switzer for opening their beautiful home and hosting an evening of card making for our new "Silent Shoulders" program.

Several guests arrived to contribute their skills and create a variety of cards for the program. It was a great time for many of our Volunteers to get to know one another, and lots of laughs and creativity flowed throughout the room. The "Silent Shoulders" program is now launched. It provides our Volunteers the opportunity to send well wishes, and perhaps lend a hand to other GFD Volunteers who are facing a challenging time in their lives. The group also focuses on celebrating the positive moments Volunteers are experiencing. If you are interested in being a part of this group or would like additional information, please give me a jingle. I would love to chat with you about it.

May your gifts this holiday season be the love of family and friends, a renewal of hope, and happiness that lasts throughout the year!

Reviewing CERT

By Johnna Switzer
GFD Volunteer

This month we will continue our review of disaster psychology. First, read/review the scenario and then answer the questions.

It is Wednesday afternoon at San Tan Village shopping mall. A microburst touches down near the mall, causing damage and injuring shoppers. Members from Gilbert CERT are deployed by the fire department and arrive on scene to help. The first members to arrive are assigned to assist with setting up a command post in the parking lot. Once that is complete they receive their next assignment. Vince and Carly are two CERT members assigned to work with the survivors.

Select the best answer/s for the following questions.

1. Vince is working with Bernadette. She is becoming increasingly distraught as Vince talks to her. Bernadette has a head injury but wants to get up and talk to others. She insists she must speak to her neighbor, whom she saw shopping before the microburst hit. Which of the emotional phases of a crisis is Bernadette likely to be experiencing?
 - a. Impact
 - b. Inventory
 - c. Rescue
 - d. Recovery
2. Vince and Carly are still talking to Bernadette and Lucy. The psychological role of CERT in a disaster is to help stabilize the incident scene by stabilizing individuals. What should the CERT members do to stabilize the scene?
 - a. Help survivors find their loved ones
 - b. Remove survivors who are ready to leave the scene
 - c. Assess the survivors for injury and shock
 - d. Assist in any police investigation after all survivors have been helped
 - e. Provide support by listening and empathizing
 - f. Involve uninjured people in helping
 - g. Help survivors connect to natural support systems
3. Sitting with Carly, Lucy begins to talk about herself. She's 21, has a younger brother at home, and is planning a trip with a friend next week. As she is talking, Carly can't help but think about her own daughter and young son. Her daughter is the same age as Lucy, and they like the same kind of music. Now Carly begins to worry about her own family. What could Carly be experiencing?
 - a. Denial
 - b. Transference
 - c. Post-traumatic stress disorder



Answers: 1.b, 2.c,e,f,g, 3.b

Focus

By Katharine Keller
GFD Volunteer



I recently read in the book, One Simple Act:
"When tragedy hits, don't focus on the faces of pain and horror; [instead] watch the helpers." This brought to mind a pediatric code my partner and I had recently experienced. It was a situation in a home that was giving daycare. As one can imagine, the scene in the home was full of upheaval. The firefighters were valiantly giving compressions on a tiny, seemingly lifeless body as the child was whisked to the hospital. The police were already cordoning off the area with tape, and they were beginning the investigative process by taking photographs and asking questions. In the midst of this was a naturally distraught couple. The man was silently watching the rest of the daycare children, and the woman was frantically trying to provide information while at the same time reeling from the reality of the child's condition. The Battalion Chief requested that COM251 enter the scene and asked for our help in calling the parents of the other children so that they could be picked up as soon as possible. The calls were placed and we waited until most of the parents had arrived. We were not asked to do more. Because police were beginning the questioning of the daycare provider, it was not the time or place for us to offer a listening ear. We couldn't hold the other children, and we had to tread carefully around the scene and make ourselves scarce when pictures of the rooms were being taken. We didn't do much.

Initially when I entered the home, my focus was on the fear and helplessness of the daycare providers. However; my focus soon shifted to the helpers...to the fire fighters calmly but fervently doing their job, to the Battalion Chief offering support in a professional, yet very compassionate manner, to the police officers who were diligently taking care of their own responsibilities. Yet, I realized later that if someone from the outside were looking in, there were others they could have focused on, and that would have been COM251 aiding the professionals by telephoning the parents in a succinct yet courteous manner, and being readily available to offer further assistance.

Some of our calls are indeed tragic, with grief and loss attached to them. But even as we Volunteers concentrate on what aid is being rendered by the professionals, the paid "helpers," if you will, remember that eyes are on us as well. The outside world will also focus on how we offer and deliver support. We should never underestimate that our presence and demeanor as Volunteers might just make a chaotic situation seem less so.

*Present this flyer to the cashier and Rubio's will
donate 20% of your transaction to our program.*

STOP IN FOR A TASTE OF BAJA AT
Rubio's Fresh Mexican Grill
AND RAISE MONEY FOR

Gilbert Fire Volunteer Program



That's right. Whether you eat at Rubio's, take food to go, or pick up a Rubio's a-Go-Go@catering order, just present this flyer to the cashier and Rubio's will donate 20% of your transaction to this cause.



Please remember to turn this flyer in to the cashier to receive credit.



DATE:

Wednesday,
December 29th, 2010

AT THIS RUBIO'S RESTAURANT LOCATION:

Gilbert - Warner & Cooper
884 W. Warner Road, Gilbert, AZ 85233

TIME:

2:00 pm - 9:00 pm

For directions visit rubios.com



- ~ World Famous Fish Tacos ~
- ~ Marinated and Chargrilled Chicken & Steak ~
- ~ Grilled Gourmet Tacos ~
- ~ Street Tacos with slow-roasted pork Carnitas ~
- ~ Grilled Mahi Mahi and Mesquite Shrimp ~
- ~ Wrapsaladas and HealthMex Tacos and Burritos ~
- ~ Rubio's a-Go-Go ® Catering Trays ~

*we request 24 hours advance notice for Rubio's a-Go-Go catering orders.

11371

Wednesday
December 29, 2010

2:00 - 9:00 PM
Warner & Cooper

First Responders Night

By Wes Kemp
Assistant Fire Chief
GFD

On December 11, the 100 Club will honor *Those Who Serve* with pre-game, as well as intermission ceremonies and events at the Jobbing.com Arena.

Chief Dave Rodriquez was recently recognized as the 2010 Chief Officer of The Year. As part of the December 11 events, he has been selected to drop the puck at the beginning of the game between the Phoenix Coyotes and the Dallas Stars.

Congratulations Chief Rodriquez!



Phoenix Coyotes vs. Dallas Stars
First Responders Night
Saturday December 11, 2010
6:00PM
Jobbing.com Arena



"You gain strength, courage and confidence in every experience in which you really stop to look fear in the face. You must do that which you think you cannot do" ~ Eleanor Roosevelt

Reviewing Community Assistance

By Dianna Erickson
GFD Volunteer

COM251 Questions

- 1) If COM251 drives to a scene and radios to the crew that they are available on scene, when does a report have to be written?
 - A) Never
 - B) Only if you do something
 - C) If the captain responds "standby" but you are not used
 - D) If the captain responds "standby" and you are utilized

- 2) If the Suburban breaks down while on shift, what should you do?
 - A) Call a tow truck
 - B) Call the Battalion Chief who is on duty
 - C) Call the non-emergency PD number and ask for the on-duty mechanic to be called. (480-503-6500)
 - D) Call Kim

- 3) COM251 hears a call for an MVA and thinks that they could be first on the scene. What should you do?
 - A) Pull over and wait for a few minutes so the engine will beat you to the scene.
 - B) Continue to the scene but do not get out of the Suburban until fire has arrived.
 - C) Continue to the scene and provide treatment within your realm of training and equipment supplied by Gilbert Fire.

- 4) COM251 is auto-dispatched to a scene, and the incident is assigned to tactical channel 2. What radio procedure does COM251 follow?
 - A) Stay on channel 1 and say "COM251 Responding"
 - B) Switch to channel 3 and say "COM251 Responding"
 - C) Switch to channel 2 and say "COM251 Responding"

Once COM251 arrives on scene, on which channel should you respond?

- A) Channel 1
- B) Channel 2
- C) Channel 3

Answers: 1) C & D 2) C & D 3) C 4) C and then B

HOTSTUFF

DECEMBER

2 Special Projects Team	9:00 - 10:00 AM	Joe's Ray/Higley	Δ
9 Potluck Dinner	5:30 - 8:00 PM	Community Ctr.	CERT, FC
29 Rubio's Fundraiser	2:00 - 9:00 PM	Gilbert/Warner	Public

JANUARY

10 CCC Co-Chair Meeting	4:00 - 6:00 PM	Room 2	Co-Chairs
10 Operations Support Team	6:00 - 7:30 PM	Room 2	Δ
31 COM251 Quarterly Meeting	6:00 - 8:00 PM	Room 6	CA

Fire Administration will be closed December 24 and 31

Happy Holidays!



Δ Open to CERT, FC, VIPS and USAonWatch Volunteers.
Register with Kim Yonda @ 480-503-6325 or kim.yonda-lead@gilbertaz.gov

An up to the minute CERT/FC training calendar will be found at
<http://www.ci.gilbert.az.us/fire/volunteers.cfm>